ACTIVE CASES
Analysis April 2004 QA Results for Food Stamps

Sample Size: 85
(drops excluded)

Totals for April 2004:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2004 ERROR RATE
STATEWIDE	15,883.00	12	1336.00	8.4%	7.6%
MILWAUKEE	6,817.00	8	793.00	11.6%	11.2%
BAL- STATE	9,066.00	4	543.00	6.0%	4.6%

ERROR CAUSES BY TYPE:
- **8-** Agency Preventable Errors
- **3-** Client Errors
- **1**- State: Find & Fix case error. Coded as a State error. Find & Fix found the case correct.

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:
Of the 8 APES, 5 were in Milwaukee, and 3 in the balance of state
Of the 3 client errors, 2 were in Milwaukee.

TYPES OF APE ERRORS (8):

Child Support Expense (1): agency failed to re-calculate correctly at review. Agency did not update the estimate by using the previous six months payments.

Child Support Income: (1) agency budgeted child support income paid from a FS household member to a FS child in the home. QC did not include the income.

Regular Earned Income: (2) Case 1. Agency failed to follow-up on a new employment. CARES sent out a cover letter and employer verification on 2/6/04.

Case 2. Agency failed to convert wages to a monthly amount. Employer collateral states client was paid $200 weekly. Instead agency budgeted the $200 weekly wages as total monthly income.

Shelter: (2) Case 1. Agency failed to pro-rate the yearly $423 homeowners insurance over 12 months but instead budgeted the $423 each month.

Case 2. Agency failed to code the case as having disabled FS member(s), which would have removed the shelter deduction cap.

Household Composition: (1) Agency failed to act on verification that a son was back in the home. QC added the son and his child support income to the FS group.

Unemployment Income: (1) Agency budgeted the gross UC instead of the net UC.

TYPES OF CLIENT ERRORS (3 total):

Gross Income (1): Client failed to report that FS household income exceeded the gross income threshold.

Household Composition (1): Client failed to report at review that she had moved in with someone else who had to be included in the FS group

Student (1): Client failed to report at review that she was attending college. Client was determined an ineligible student.

STATE ERROR (1): Find & Fix case. Client provided incorrect shelter information at application. Agency allowed $550 month rent when QC verified client was homeless and had no rent expense and. Note: Client applied on 4/7/04 and rent was not verified at application.

WHEN WERE THE APES MADE?

Of the 8 APES, 4 were made at re-certification, 2 were made at application, and 2 were made at a reported change.

TRENDS OR RECOMMENDATIONS?

- **Location:** Five of the eight APES were from Milwaukee, and the other three were from Dane, Jefferson and Sauk.

- **Client errors:** Two errors were due to client failure to report correct information at application or review. One case was failure to report income exceeding the 130% FPL limit.

"BIGGEST CONTRIBUTORS": The cases that caused the largest dollar errors for April 2004 (including client errors):

- **Sauk County, $359 Agency Preventable Error**: A new AFEI screen was created by auto-population on 2/6/04. The agency failed to follow up on new employment verification and cover letter sent out on 2/9/04. QC corrected by budgeting income from the new employer.

- **Milwaukee County, $217 Agency Preventable Error:** Agency received employer statement that client earns $200 per week. Instead of using $200 x 4.3 weeks, the agency budgeted the $200 as total monthly income.

- **Milwaukee County, $189 Agency Preventable Error:** Agency budgeted the gross unemployment instead of the net unemployment. Agency budgeted $172 @ 4.3 weeks. Since the entire weekly UC of $172 was being recouped, QC budgeted $0.00.

KJ—08/17/04